

# CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

## 1. **TITLE:** (AH) IPAO Web Site Maintenance

**TA No:** 120-Rev1

**Task Area Monitor:** **Alternate Task Area Monitor:**

**NASA POC:** None **Software Control Class:** Low Control

**Type of Task:** Non-Recurring Task

## 2. **BACKGROUND**

A new IPAO Web site, conforming to all Center and Agency standards, was developed by ConITS in 2005 and is hosted on the OCIO central server.

## 3. **OBJECTIVE**

This task will provide for on-going support of the IPAO Web Site.

## 4. **GENERAL IT SUPPORT SERVICES**

### **General IT Support Services Performance Metrics**

Performance Standard: The security of systems and data that fall under this TA is ensured.

#### Performance Metrics:

**Exceeds:** The system meets the baseline IT security requirements for an information category with more stringent requirements than the information category of the system; there are no unpatched vulnerabilities, unless the vulnerability has been mitigated by other action, accepted by line management and approved by the LaRC IT Security Manager; user accounts are removed by the close of business of the day that the requirement for an account is terminated; any IT Security incidents are reported to the LaRC IT Security Manager and the NASA Technical Monitor within 30 minutes of incident after they are discovered.

**Meets:** All baseline IT security requirements for the information category are either met or have a waiver for non-compliance from the LaRC IT Security Manager; the system is up-to-date with security patches or has scheduled the installation of such patches at the completion of a test that precludes immediate installation; user accounts are removed within one week of the termination of the requirement for an account; any IT

Security incidents are reported to the LaRC IT Security Manager within 2 hours of incident after they are discovered.

- Fails: The system does not comply with the baseline IT security requirements for the information category and does not have a waiver for non-compliance from the LaRC IT Security Manager; the system is not up-to-date with IT security patches; user accounts, for which the requirement was terminated have not been removed after a period of two weeks; the system has an IT security incident that is not reported to the LaRC IT Security Manager and the NASA Technical Monitor.

Performance Standard: Web Service support personnel maintain software version control across machines in production, SAT, and development.

Performance Metrics:

- Exceeds: Software configurations and versions are kept in sync between development, SAT and production. Systems are not out of sync for more than 5 business days.
- Meets: Software configurations and versions are kept in sync between development, SAT and production. Systems are not out of sync for more than 10 business days.
- Fails: Software configurations impact the functioning of the server and applications housed on them and the development, SAT and production systems are out of sync for more than 10 business days.

Performance Standard: The applications software to which these services apply is fully operational and kept up-to-date with no significant disruption in capability.

Performance Metrics:

- Exceeds: "Meets" and improvements are recommended and adopted; or users rate help in the use of applications very good to excellent.
- Meets: The inventory, including status, of application software is current and accurate. Upgrades are installed and fully operational within 5 days of receipt (or approval, if later) with no loss of data. Users rate operation and help in use of the applications satisfactory.
- Fails: Any of the requirements of this subsection are not satisfied. Users rate operation and help in use of the applications less than satisfactory.

Performance Standard: Assigned activities in the area of website maintenance are accomplished satisfactorily and within the pre-determined schedule.

Performance Metrics:

- Exceeds: All assigned activities are accomplished satisfactorily on or ahead of the pre-determined schedule. Suggestions are made and acted on that lead to advancements towards the goals of the project.
- Meets: Any deficiencies or slippage in one or more activities are offset by improvements or gains in other activities.
- Fails: Deficiencies or slippage in assigned activities have had a detrimental effect on the content of the website.

Performance Standard: Response to requests for help are given within 24 hours. Customer requests are tracked and appropriate expert advice is sought when needed.

Performance Metrics:

- Exceeds: "Meets" and customers rate service as very-good to excellent.
- Meets: Response to requests for help is given within 24 hours. Customer requests are tracked and appropriate expert advice is sought when needed. Customers rate service as satisfactory or better.
- Fails: Customers rate service as unsatisfactory.

Performance Standard: The systems to which these services apply are reasonably available and perform as expected.

Performance Metrics:

- Exceeds: Systems are available and perform as expected more than 95% of the time during the evaluation period.
- Meets: Systems are available and perform as expected 95% of the time during the evaluation period.
- Fails: Systems are available and perform as expected less than 95% of the time during the evaluation period.

Performance Standard: The systems software to which these services apply is fully operational and kept up-to-date with no significant disruption in capability.

Performance Metrics:

- Exceeds: "Meets" and anomalies or inefficiencies are recognized and reported to the vendor or the availability of superior software is recognized and reported to the line manager.
- Meets: Software upgrades are installed and fully operational within 5 days of receipt (or approval, if later) with no loss of data.
- Fails: Any of the requirements of this subsection are not satisfied.

## **5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES**

Project Title: Sustaining Support Service

LaRC Software Manager:

Software Software Control Class: Low

Responsibilities of Contractor and LaRC personnel: Provide sustaining support services for the IPAO Web site.

**Requirements:**

Backup and recovery of data; minor Web site changes due to patches that are implemented for operating system software or database software, server configuration changes; application security; Log, performance and usage monitoring and error detection and resolution

**Acceptance Criteria:**

Fully functioning application

Project Title: Customer Support

LaRC Software Manager:

Software Software Control Class: Low

Responsibilities of Contractor and LaRC personnel: The Contractor will support customer requests for information, problem resolution and minor Web site changes.

**Requirements:**

Respond to phone or email inquiries

Perform problem, requirements and cost analysis

Perform small Web site changes

## **6. WORK-AREA SPECIFIC SERVICES**

Work Area Title: Minor Updates

LaRC Manager:

Work Area Description: Purpose of the work is to update and maintain the IPAO web site.

Work Area Requirements: Add/remove links and/or move from one page to another, maintain links when they have been established. Edit page content. Update document content. Update IPAO org. chart content. Allow IPAO to add/delete links in the links section on right of front page. Convert NASA Center Cost Estimating Points of Contact into an uploadable link. Delete "sites of Interest" page and link on front page. All pages must view and print clearly in IE, Netscape, and FireFox on Mac & PC.

## **7. Exhibit A**

None required.

## **8. SPECIAL SECURITY REQUIREMENTS**

None required.

## **9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS**

None required.

## **10. JOINT REVIEW SCHEDULE**

TBD

## **11. PERIOD OF PERFORMANCE**

This TA is effective from 12/10/07 to 12/31/08

## **12. TECHNICAL PERFORMANCE RATING**

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 50%      Timeliness: 50%

### **13. RESPONSE REQUIREMENTS**

This Task Plan shall address the contractor's specific work plans, associated estimated labor hours, cost and schedule.

### **14. FUNDING INFORMATION**

Funding last submitted on 11/30/2007.

### **15. MILESTONES**

None required.

### **16. DELIVERABLES**

None required.

### **17. FILE ATTACHMENTS**

None.